GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2882
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Poor Network Connectivity Affecting Postal Services
Ghubaya Shri Sher Singh;Ray Dr. Ravindra Kumar

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the BSNL network do not operate properly in the post offices of the country due to which the work of Department of Posts gets obstructed particularly in the Saria post office located in Giridih district of Jharkhand State; and

(b) if so, the details thereof and the corrective steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Yes Madam. In some offices, unstable internet services of BSNL do hamper postal operations occasionally. However, multiple safeguards have been built into the system to ensure stable internet connectivity for the post offices. Most of the offices have been provided with two Network Service Providers, NSP-1 (BSNL) and NSP-2 (SIFY Technologies Ltd.) The NSP-2 is used as back-up in case of any problem arising in NSP-1. Therefore, adequate redundancy has been built into the system. Monitoring of bandwidth utilization is done on real time basis to identify network problem. Service Level Agreements with penalties are in place with the Service Providers. To address operational problems, Circle Heads are authorized to upgrade bandwidth as and when required. In case of any network problems that arise as part of regular operations, a well managed response system has been set up. The project has a Help Desk wherein individual problems are raised, which are managed and resolved immediately.

As far as Sariya Sub Post Office is concerned, this office is provided with Network connectivity of Network Service Provider (NSP)-1 (BSNL) and Network Service Provider (NSP)-II (Airtel) by the Network Integrator of the Department. The Network Monitoring System revealed that both the NSP-1 & NSP-2 links were up 100% during April 2017 to June 2017. Further, it is to mention here that even if BSNL link is down, the link will automatically shift to NSP-2. Therefore, there was no disruption of services on account of BSNL link failure.

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